

**Demonstration of Complying with Applicable  
Service Quality Standards and Consumer Protection Rules**

NEP Cellcorp, Inc. ("NEP"), having ceased providing retail commercial mobile services as of October 16, 2015, was granted its request to relinquish its ETC status on February 17, 2016 (Order, DA 16-166). Its operating licenses were transferred to New Cingular Wireless PCS, LLC on February 11, 2016 (ULS File No. 0006811616).

NEP Cellcorp, Inc. ("NEP") hereby certifies as to its compliance with applicable consumer protection and service quality standards. In the Federal Communications Commission's ("FCC") *2005 ETC Order*, the FCC found that an ETC must make "a specific commitment to objective measures to protect consumers"<sup>1</sup> and that wireless ETCs' compliance with CTIA's Consumer Code for Wireless Service would satisfy this requirement."<sup>2</sup> The sufficiency of other commitments would be considered on a case-by-case basis.<sup>3</sup> A commitment to comply with CTIA's Consumer Code for Wireless Service ("CTIA Code") will satisfy this requirement for a wireless applicant seeking ETC designation.

NEP is committed to consumer protection and service quality. NEP has adopted the CTIA Code and is committed to compliance with CTIA's Code throughout its service area. NEP certifies that it has implemented the following practices consistent with the CTIA Code: (1) disclose rates and terms of service to customers; (2) make available maps showing where service is generally available; (3) provide contract terms to customers and confirm changes in service; (4) allow a trial period for new service; (5) provide specific disclosures in advertising; (6) separately identify carrier charges from taxes on billing statements; (7) provide customers the right to terminate service for changes to contract terms; (8) provide ready access to customer service; (9) promptly respond to consumer inquiries and complaints received from government agencies; and (10) abide by policies for protection of consumer privacy.

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<sup>1</sup> *Federal-State Joint Board on Universal Service*, CC Docket No. 96-45, Report and Order, FCC 05-46, ¶28 (rel. Mar 17, 2005) ("*2005 ETC Order*").

<sup>2</sup> *Id.*

<sup>3</sup> *Id.* at n. 71.